

From: Al Turner
To: Microsoft ATR
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Subject: Microsoft Settlement

To whom it may concern.

I am a big fan of Microsoft products. I have found them to be of excellent quality and fairly priced. Even more important is their support. My experience with other software has been less than satisfactory. Microsoft, on the other hand, has been very helpful every time I have needed assistance. Their willingness to keep their products in use and up-to-date, often without additional cost is remarkable. Please do not penalize Microsoft for building a better mousetrap!

Respectfully,

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